Description of LEDs

Call appearance button LEDs

LED	Description
Steady green	Call appearance is active.
Slow blinking green	Call appearance is ringing.
Fast blinking green	Call appearance is on hold.
Very fast blinking green	Conference or Transfer is pending.
Steady red	Call appearance is selected and will be used when you go off-hook. It remains steady red while you use the call appearance.
Off	Call appearance is available.

Feature button LEDs

LED	Description
Steady green	Feature is active.
Blinking green	Feature is pending (request is being processed and not immediately available).
Blinking red	Feature is shown on the phone display.
Off	Feature is not active.

Navigation tips

A navigation icon appears in the telephone display to indicate that you can scroll to more options or information. Use the right and left navigation arrows to go to other screens when the paging icon (left- and right-facing arrows) displays on the title line or to move the cursor right or left when entering text.

When you scroll to a line on the display, that line is selected. The softkey labels change according to the options available for the line you select. The **OK** button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

Answering and making a call

Answering a call

- If you are not on another call, do one of the following:
  - Lift the handset.
  - Press the call appearance button whose green LED flashes for the incoming call.
  - Press the **Speaker** button to answer using the speakerphone.
  - Press the **Headset** button to answer using the headset.
  - Press the **ON** button to answer using a wireless headset.
- If you are on another call, press the call appearance button whose green LED flashes for the incoming call.

Making a call

1. Do one of the following:
   - Lift the handset.
   - Press the **Speaker** button.
   - Press the **Headset** button.
   - Press an available call appearance button.
2. Dial the number you want to call.

Putting a call on hold

1. To put your active call on hold, press the **Hold** softkey.
2. To resume the call, press the call appearance button for the call on hold.

Transferring a call

1. If the call you want to transfer is not your active call, press the call appearance button for the call you want to transfer.
2. Press the **Transfer** softkey.
3. Do one of the following:
   - Dial the telephone number.
   - Call the person from the contacts list.
   - Call the person from the call history.
4. Press the **Transfer** softkey to transfer the call.

Using the conference feature

Making a conference call

1. While active on a call, press the **Conf** softkey.
2. Do one of the following:
   - Dial the telephone number.
   - Call the person from the contacts list.
   - Call the person from the call history.
3. Press the **Conf** softkey to add the person to the existing call.

Adding a person on hold to a conference call

1. Select the call appearance button for your active conference call.
2. Press the **Conf** softkey.

   The active conference call is put on soft hold.
3. Press the call appearance button of the call on hold.

   Be sure not to choose the call appearance button for the call that is on soft hold.
4. Press the **Conf** softkey again to add the person to the conference call.

Dropping the last participant from a conference call

While active on a conference call, press the **Drop** softkey.

Using advanced telephone features

The features that are available to you depend on what your administrator has assigned to your telephone. A few of the most commonly administered features are explained below. For more information about all the features that are available for your extension, contact your system administrator.

Forwarding calls

1. To turn call forwarding on, press the **CFrwd** feature button.

   You hear a dial tone prompting you to dial the forwarding number.
2. Dial the number to which you want to forward your calls.

   After you dial the number, you hear a confirmation tone.
3. To turn call forwarding off, press the **CFrwd** feature button.

   The green LED next to the feature button turns off.

Sending all calls

- To send all calls to coverage, press the **SAC** feature button.
- To turn the feature off, press the **SAC** feature button.

Calling a person from the corporate directory

1. Press the **Directory** feature button.
2. Use the dialpad keys to start spelling the last name of the person you want to call.
3. Press the **Next** feature button to view the next name alphabetically in the directory, if necessary.
4. Press the **Make Call** feature button when you see the name you want.
5. To exit the Directory, press the **Phone** button or the **Exit** softkey.

Using the contacts feature

Calling a person from the contacts list

1. Press the **Contacts** button.
2. Locate the contact you want by typing the first letter of the contact's name as it is listed.
3. Scroll up or down to select the person or number you want to call.
4. Press the **OK** button or the **Call** softkey.

Adding a new contact

1. Press the **Contacts** button.
2. Press the **More** softkey.
3. Press the **New** softkey.
4. Enter the name using the dialpad. To enter characters using the dialpad:
   - Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
   - If the characters are on the same key, pause before entering the next character.
   - To enter a space, press **0**.
   - Enter remaining letters or numbers.
   - To delete the last character, press the **More** softkey and then the **Bksp** softkey.
5. Press the down navigation arrow.
6. Enter the telephone number as you would if you were dialing it directly.
7. Press the **Save** softkey to save your changes.

Editing a contact

1. Press the **Contacts** button.
2. Scroll to the contact you want to edit.
3. Press the **Details** softkey.
4. Press the **Edit** softkey.
5. Scroll up or down to choose the field you want to edit.
6. Use the dialpad and softkeys to make changes to the contact information.
7. Press the **Save** softkey to save your changes.

Using the call history feature

Calling a person from the call history

1. Press the **History** button.
2. Scroll to the left or right to view a separate list of all calls, missed (unanswered) calls, answered calls, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Press the **Call** softkey or the **OK** button.

Adding an entry from the call history to your contacts list

1. Press the **History** button.
2. Scroll to the number you want to add to your contacts list.
3. Press the **+Contact** softkey.
4. To edit the name or number, scroll up or down and edit as appropriate.
5. Press the **Save** softkey to save your changes.

Using the Avaya Home menu

Use the Avaya Home menu to perform tasks such as adjust and customize phone settings, select the display language, turn call logging on or off for different call types, and set visual and audible alerting.

The Avaya Home menu has four sub-menus:

Call Settings	Lets you set the visual alerting, audible alerting, show phone screen, and stay in contacts options to on or off; and set the audio path to speakerphone or headset.
Application Settings	Lets you turn call logging on and off for answered, unanswered, outgoing, and bridged calls; and personalize button labels or restore the default button labels.
Screen & Sounds	Lets you adjust the display brightness and contrast, select your ringing pattern, turn button click sounds on and off, and turn error tones on and off.
Advanced Options	Lets you erase customized settings, perform a telephone self-test, select the display language, set audio levels for different environments, set the remote headset option, and enable a higher quality voice transmission.

Note:
The sub-menus that appear depend on how your extension was administered. Some sub-menus may not be available.

Changing the telephone display language

1. Press the **Home** button.
2. Scroll to **Advanced Options**.
3. Press the **Select** softkey or the **OK** button.
4. Scroll to **Language**.
5. Press the **Select** softkey or the **OK** button.
6. Scroll up or down to select the desired language.
7. Press the **Select** softkey or the **OK** button to change to the selected language.

For more information

For the latest information including the user guide, installation and maintenance guide, interactive document, and software downloads, go to the Avaya Support site at www.avaya.com/support.

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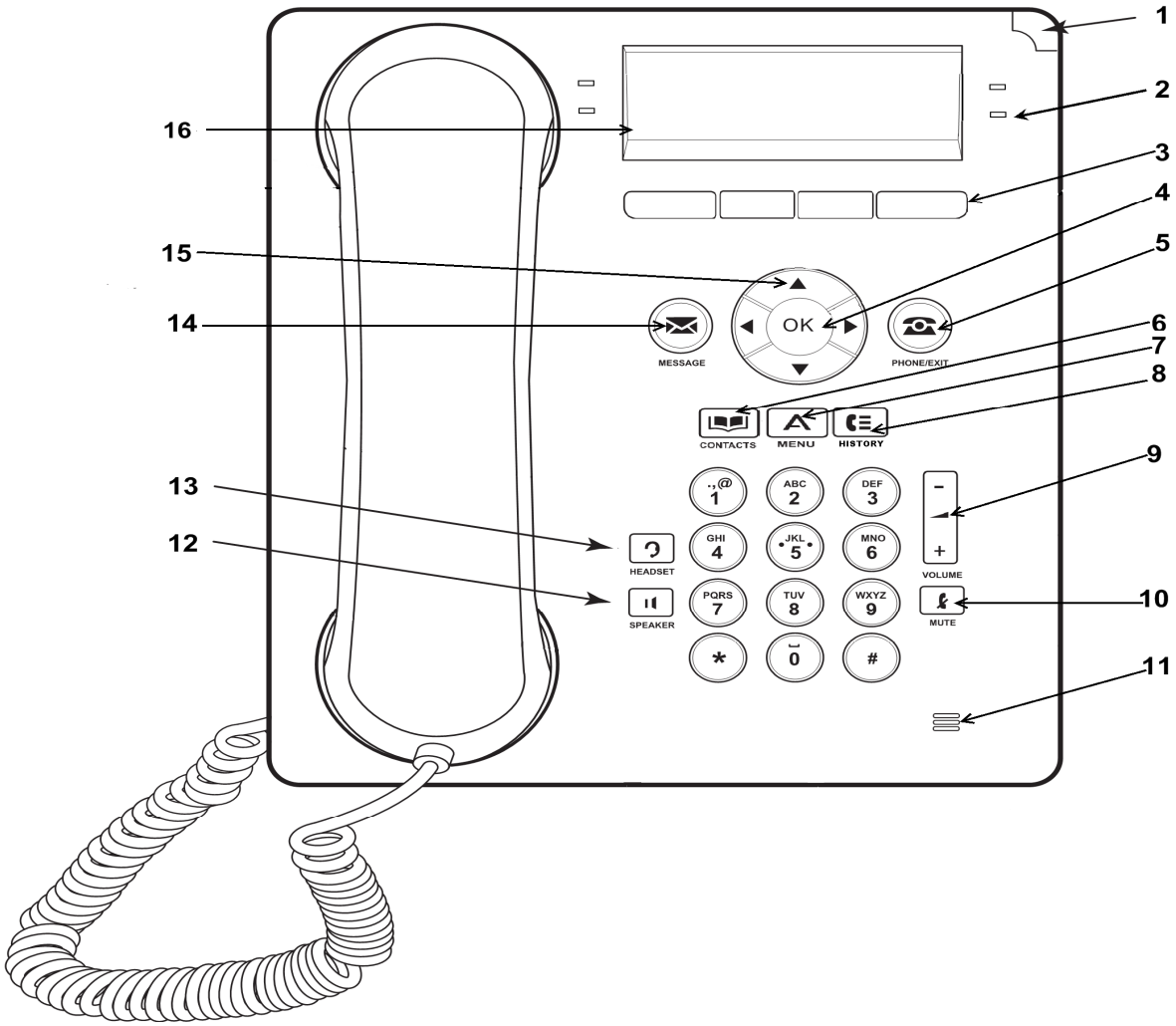
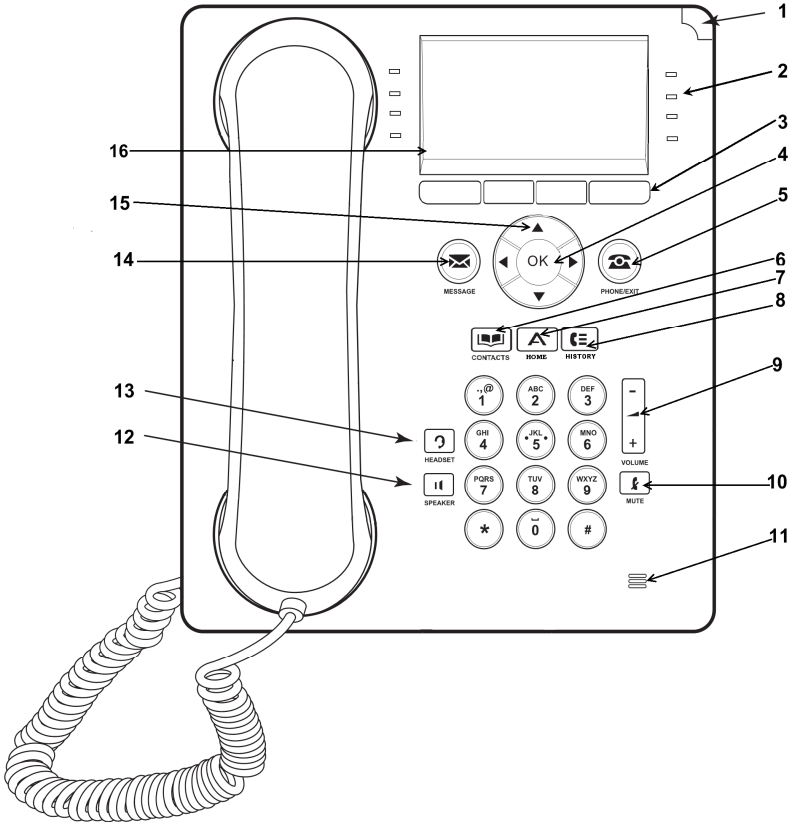
Overview of phone buttons and features

Avaya 9404 telephone



Avaya 9408 telephone



No.	Name of button or feature	Description
1	Call/Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. This light flashes when you receive an incoming call. In addition to the Message Waiting Indicator, the **Message** button is also illuminated when you have voice mail messages waiting.
2	Feature Buttons and Call Appearance Buttons	There are 4 (9404) or 8 (9408) buttons that can be programmed as either call appearance buttons or feature buttons. Press a call appearance button to make or answer a call or resume a call on hold. Press a labeled feature button to enable or disable that feature. The feature buttons provide access to the Avaya call management system features that have been administered for your extension. The green LED next to each function key indicates whether the feature is currently on or off. If the light is on, the feature is on. For more information about the feature buttons, see Using advanced telephone features on page 33.
3	Softkeys	Press the softkeys to select the softkey labels. The softkey labels indicate the action that each softkey produces. The labels and the actions vary depending on your selection.

No.	me of button or feature	Description
4	OK	Press the **OK** button for a shortcut to an action. For example, select an entry from your call history and press **OK** to dial the number.
5	Phone	Press the **Phone** button to view and manage your calls. For example, if you are viewing a menu, pressing the **Phone** button takes the telephone display back to the home screen.
6	Contacts	Press the **Contacts** button to view the entries in your Contacts list.
7	Avaya Home	Press the **Home** button to gain access to the Avaya menu. The Avaya menu provides optic telephone settings, configure call logging, select the display language, and verify the telep
8	History	Press the **History** button to view a list of all your calls. The icon on the **History** button lights up when you have missed calls.
9	Volume	Press **+** or **-** on the **Volume** button while active on the handset, headset or speaker to adjust the volume of the speaker or ringer.
10	Mute	Press the **Mute** button to mute a call in progress or reactivate a muted call.
11	Microphone	The omnidirectional microphone sends and receives signals from all directions.
12	Speaker	Press the **Speaker** button to use the speakerphone. To take a call off speakerphone, lift the handset.
13	Headset	Press the **Headset** button to use the headset if it is connected. For wired headsets, only HIC headset cords are compatible with your phone.

14	Message	Press the **Message** button to connect directly to your voicemail system. This button is illuminated when you have voicemail messages waiting.
15	Navigation Arrows	Press the up and down navigation arrows to scroll through lists. Press the right and left navigation arrows to navigate between different views of an application, to move the cursor during text input, or to turn an option on or off.
16	Telephone Display	There are four rows in the 9404 telephone display and eight rows in the 9408 telephone display. The top row shows the extension number, user name and the time and date. On the 9404 telephone, the top row also provides application-specific information. The middle two rows in the 9404 telephone display and the middle six rows in the 9408 telephone display provide application-specific information. The second and the third rows in both telephone displays provide the name of the current application (for example, contacts) and a prompt line that provides context-sensitive prompts, explanations, or help for the current application. The bottom line displays the softkey labels.

Avaya 9400 Series Digital Deskphone Quick Reference for Avaya Aura® Communication Manager